Odalys Brennan-Achebe

Front Desk Agent

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SUMMARY

Front desk agent with 4 years at full-service and boutique hotels, checking in 60-90 arrivals per shift in Opera Cloud. Led the desk in room upgrade sales for 5 straight quarters, enrolled 400+ guests in the loyalty program last year and is trained to run the night audit.

EXPERIENCE

Front Desk Agent — Harborline Grand Hotel

Savannah, GA · May 2022 – Present

- Check in 60-90 arrivals per evening shift at a 220-room full-service hotel, keeping the lobby line under 10 minutes on sold-out nights.
- Sold $41,000 in room upgrades and late checkouts last year, the highest total on a desk of 9 agents for 5 quarters running.
- Enrolled 400+ guests in the brand loyalty program in 2025 by asking every non-member at check-in and explaining the first-stay benefit.
- Handle 15-20 guest complaints a week, from noisy rooms to billing errors, resolving most at the desk without a manager.
- Cover the night audit 2 shifts a week, balancing cash drawers, posting room charges and running end-of-day reports in Opera Cloud.

Guest Services Agent — Jones Street Inn

Savannah, GA · Mar 2020 – Apr 2022

- Ran the desk alone on weekend shifts at a 38-room boutique inn, handling check-ins, phones, reservations and concierge requests.
- Answered 50+ reservation calls and emails a day, converting direct bookings that saved the inn third-party commission.
- Built a 1-page local guide with 25 restaurants and tours that guests asked for at checkout, cited in 30+ online reviews.

SKILLS

Front office: Check-in and checkout, reservations, room assignments, upselling, loyalty enrollment, night audit

Systems: Opera Cloud, Mews, Cloudbeds, key card encoders, credit card terminals

Guest service: Complaint resolution, service recovery, concierge requests, group arrivals

Languages: English (native), Spanish (conversational)

CERTIFICATIONS

AHLEI Certified Guest Service Professional, 2023

ServSafe Alcohol, 2022

EDUCATION

AAS Hospitality Management, Savannah Coastal Technical College, 2020

Fictional example by FindAJobAI: the person, employers and numbers are invented.